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ABSTRACT

A survey was conducted of library users of the William Russell Pullen Library at Georgia State University to determine who is using the library, how often respondents use it, how they rate the library's various collections and services, and how the library is used throughout the day and week. The survey instrument was distributed at predetermined time periods to all those entering the library; 52 percent of 6,406 distributed surveys were returned. An analysis of the data was performed, cross-classifying the respondents' opinions about the library with their demographic factors and then with the time variables. Findings showed that, when compared to the general student population, a disproportionate number of males, upperclassmen, and liberal arts and business administration students were library users. Eleven percent of the library users were not affiliated with Georgia State University. No evidence of major barriers to usage were found, and a large majority of students appeared to be satisfied with the library's collections and services, though faculty members' opinions were not as high. The survey instrument and data tables are provided. (JD)

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PROFILE OF LIBRARY USERS
WILLIAM RUSSELL PULLEN LIBRARY
GEORGIA STATE UNIVERSITY

Institutional Research Report No. 78-21

Janet E. Kodras
and
James E. Prather

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

IR007157

Office of Institutional Planning
Georgia State University
June, 1978

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Profile of Library Users
William Russell Pullen Library, Georgia State University

The student population at Georgia State University is not typical of that at many colleges. Most students work (50 percent full time and 25 percent part time) and many are married (40 percent).[1] Graduate students comprise fully one-third of the student body, almost half of the students attend classes in the evening, and the mix of degree programs is different from that of many universities. Because the student population is atypical, use of the university library is undoubtedly different from other college libraries. In addition, many people not affiliated with Georgia State University use the library. The staff of the Georgia State library conducted a survey recently to determine the characteristics, needs, and opinions of the people they were serving. Researchers in the Office of Institutional Planning were asked to design the survey instrument and analyze the data. This study presents the results of the survey, conducted from February 18 through March 5, 1978.

Several points were of primary concern in the survey:

1) Who is using the library? Demographic and academic characteristics of the users were gathered to determine their major field of study, academic status or class, age, sex, and residence. In addition, library users were asked their institutional affiliation to determine the pattern of use by those not affiliated with Georgia State.

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[1]For a summary of student characteristics see the Georgia State University Fact Book, 1977-78. Atlanta: Georgia State University, Office of Institutional Planning, p. 32.

2) How often do respondents use the library? Questions on the frequency of use of the library for different activities such as studying, using reserve materials, and leisure reading were used in the survey.

3) How do the respondents rate the various collections and services of the library? Questions to determine satisfaction with the library were included.

4) How is the library used throughout the day and week? The questions listed above were reviewed to determine differences in usage by time.

The findings are presented at several levels of generalization to accommodate both those readers desiring only a quick overview and those wishing to see the detailed cross-classifications. The tables in the appendix include comprehensive cross-tabulations of all variables. These tables are grouped into sections by the four research points listed above. On the page facing each table, there is a summary of significant findings gleaned from each table. The body of the study synthesizes the findings further.

Survey Design and Data Collection Procedure

The survey was distributed at predetermined time periods to all those entering the library, to be returned as they left the library (see Appendix H for estimation of the number of users entering the library at given times during the day and week). The number of surveys distributed was 6,406, and, of these, 52 percent were returned. Table 1 presents the response rate at different time periods throughout the study period. There is no apparent drop-off in the response rate toward the end of the study even though frequent users were asked to fill out the

Table 1
Survey Response as a Percent of Surveys Distributed
by Time and Date

	Percentages				
	Early Morning	10 a.m. Break	Late Morning	Afternoon	Evening
Saturday, Feb. 18	not		52		77
Sunday, Feb. 19	open			56	63
Monday, Feb. 20		50	62	53	38
Tuesday, Feb. 21	57		53	72	48
Wednesday, Feb. 22	50	63	55	48	67
Thursday, Feb. 23			58	52	56
Friday, Feb. 24		50	49	50	64
Saturday, Feb. 25	not		48	37	62
Sunday, Feb. 26	open		35	49	54
Monday, Feb. 27	50			48	
Tuesday, Feb. 28	63		41	50	55
Wednesday, March 1			44	59	57
Thursday, March 2	48	50		43	
Friday, March 3		40	43	47	52
Saturday, March 4	not		48	55	43
Sunday, March 5	open				59

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survey several times. It was quite possible for a user to receive a survey during one time period and return it during another time period which may account partially for differences in response rate from time period to time period.

Sampling intervals were selected based upon a stratification scheme by date and time. For the hours that the library was open, each 20 minute time segment was assigned a weight of "most important" to "least important" by consensus of representatives of the library professional staff. Each 20-minute time period had equal probability of being selected within its weight category. The most important category had a higher probability of being selected, followed by lower probabilities for each weight step.

To determine how representative the sample of Georgia State student respondents are of the total GSU student population, a goodness-of-fit analysis (X^2) was performed (Table 2). By major field of study, the Colleges of Arts and Sciences, Business, and Urban Life appear to be overrepresented in this sample while Allied Health Sciences, Education, and General Studies are underrepresented. Males seem to be overrepresented and females underrepresented. Underclassmen were underrepresented and upperclassmen overrepresented while graduate students were represented in proportion to their segment of the student population. It may reasonably be concluded that library usage by Georgia State students is disproportionately higher for males, Arts & Sciences, Business, Urban Life and upperclassmen students when compared to the total student population.

The survey was initially pre-tested for two days to check the suitability of the questions. No problems arose from the pre-test and it

Table 2

Chi-Square Analysis
Georgia State Student Library User Sample Compared with
Georgia State Student Population

		GSU Student Sample	GSU Student Population*
Sex:	Female	44.1%	54.5%
	Male	55.9%	45.5%
	Total N	2,716	19,988
	$X^2 = 104.156$ df = 1	p < .001	
College:	Allied Health Sciences	7.1%	7.8%
	Arts & Sciences	33.5%	25.5%
	Business Administration	38.0%	31.6%
	Education	13.6%	26.4%
	General Studies	1.6%	4.3%
	Urban Life	6.2%	4.4%
	Total N	2,623	19,172
	$X^2 = 296.6$ df = 5	p < .001	
Class:	Freshman	9.3%	17.1%
	Sophomore	12.8%	13.3%
	Junior	20.5%	14.8%
	Senior	22.3%	19.7%
	Graduate	35.1%	35.1%
	Total N	3,018	19,172
	$X^2 = 162.8$ df = 4	p < .001	

*Student population figures are derived from Georgia State University Registration Statistics, winter quarter, 1978.

was used essentially in original form as the final instrument. A copy of the final survey instrument is presented in Appendix A.

Various interpretations can be drawn from the analysis of any survey data. The researchers for this study have tried to emphasize those findings which answer the points listed above. Points of interest to some individuals may not be included in the study but can usually be found in the appendix tables. See the explanatory note on the first page of Appendix B for instructions on interpreting the tables.

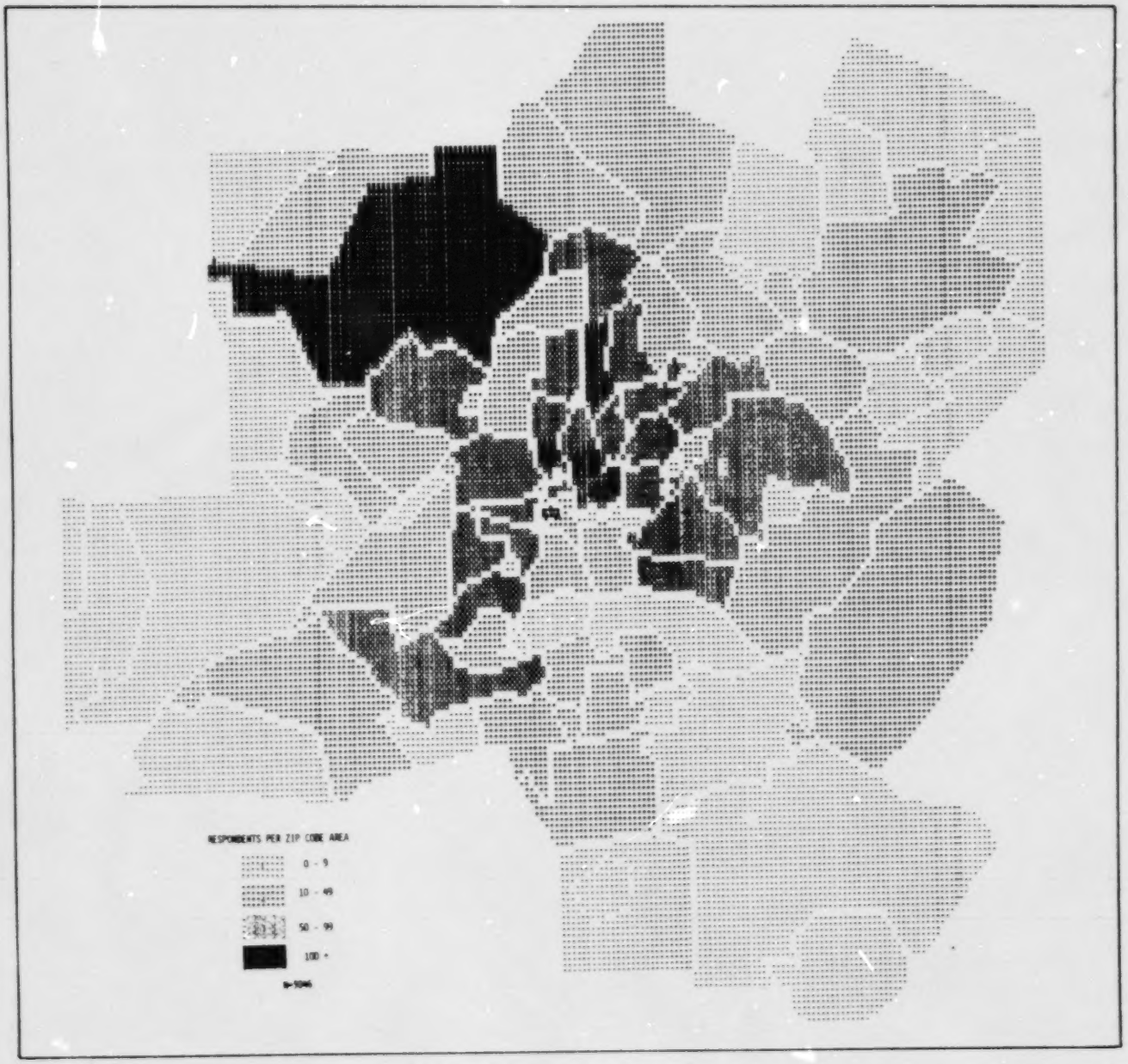
Demographic Characteristics of Users

The survey was designed to answer the primary question: Who is using the library? Users were asked to give their institutional affiliation, zip code of residence, major field of study, academic status, sex, and age (see Appendix B for tabular results and specific summaries).

There is some use of the library by individuals not affiliated with Georgia State. While 89 percent of the respondents say that they are associated with Georgia State, 4 percent are connected with the Atlanta University Complex and another 4 percent from "other academic institutions" such as Emory, Georgia Tech, Agnes Scott, DeKalb College, and the University of Georgia. There is a small amount of use by the business community (1% of sample), government (1%), and "other" (1%). Because the overwhelming proportion of respondents are Georgia State students, the findings which describe the total group of respondents reflect closely the influence and characteristics of Georgia State students.

Map I shows the residence of Georgia State library users by zip code. The areas of concentration are just to the north, east, and west of Georgia State, and the Marietta area. A map of Georgia State student respondents shows the same distribution and is also similar to the

Map 1
Residence of Library Users



map of Georgia State students.[2]

In line with the pattern of students in the Georgia State population the largest proportion of library users, by major field, is in Business (36%). Arts and Sciences fields--humanities (15%), social sciences (11%), and physical sciences (8%)--account for approximately one-third of the responses, while Education majors are an additional 13 percent.

As expected, the heaviest use of the library is by upper classmen and graduate students, given the distribution of students by class. When users not from Georgia State are removed, the use of upper classmen becomes even more apparent. Of the library use by those associated with Georgia State, forty-one percent are upper classmen.

The fields of allied health sciences, humanities, social sciences, physical sciences, business, and urban life have relatively higher proportions of library use at the upper classmen level. Education's predominant users are graduate students. Once, again, these findings parallel the distribution of students in the university.

While faculty members comprise 2.5 percent of the users according to this survey, they accounted for 6 percent of the circulation during 1977.[3] Faculty usage by different colleges is similar to the distribution of faculty throughout the university.

Slightly more males than females responded to the survey. There are large differences in sex-ratio by major field. Allied health sciences and education respondents are predominantly female. Physical sciences, business, and urban life respondents have higher percentages of these ratios correspond to the percent distribution of students by sex.

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[2]For maps of the distribution of Georgia State students, see Wayne G. Strickland, Demographic Student Study for Planning, The Office of Institutional Planning, Report No. 76-4, September 1975, pp. 45-87.

[3]Source: The Georgia State University Fact Book, 1977-78, The Office of Institutional Planning, p. 62.

The largest proportion of library users are between 23 and 29 years old. Education respondents are, on the average, older than those in other fields. Respondents from Atlanta University Complex tend to be younger than users affiliated with Georgia State.

Frequency of Library Use

Another point of interest to the library staff was how often individuals use the library (see Appendix C for tables and specific summaries). The survey found that one-third of the respondents use the library daily and over 80 percent use it more than once a week. As expected, users affiliated with Georgia State are more frequent users than those not associated with this university. Whereas more than half of the respondents use the library "often" to study class notes and find materials for course projects, very few respondents use the library "often" for reserve materials, leisure reading, job information, or for faculty or thesis research. There are many variations in frequency of library use when considered with other demographic variables. The tables and descriptions in Appendix C present the cross-tabulations and findings in detail.

Satisfaction with the Library

Respondents were asked to rate various collections and services provided by the library on a four-point scale from "excellent" to "poor" (see Appendix D for tables and specific summaries). There is general satisfaction with the collections and services -- very small percentages of respondents rate the library "poor" in any category. Twenty-eight percent of the respondents rate the journal collection "excellent" and 25 percent rate the book collection "excellent." Twenty-three percent gave the circulation department the highest rating while 33 percent consider the reference department "excellent."

Lower classmen tend to rate the collections "excellent" while a relatively high proportion of faculty rate them as "poor."

Use of the Library Throughout the Week

Use of the library reaches a peak in midweek (Tuesday and Wednesday) and a low point on the weekends (Saturday and Sunday) (see Appendix E for tables and specific summaries). On Tuesday, Thursday, and Sunday, the greatest use occurs in the afternoon while on Monday, Wednesday, Friday, and Saturday, the library is used more in the mornings (Table 3).

The library is used differently during the week (Monday through Friday) than it is on weekends. A greater percent of users during the work week use the library "often" for studying class notes, for leisure reading, and for faculty research than on the weekend. A greater percent of library users on the weekend use the library "often" for course projects, reserve materials, and thesis research than on weekdays. There is little variation in library use from day to day by the different major fields.

Use of the Library Throughout the Day

The time of most concentrated use is during the afternoon (see Appendix F for tables and specific summaries). A greater proportion of respondents who use the library in the morning is associated with Georgia State University than is the case in the afternoon or evening. Undergraduates tend to use the library early in the day while graduate students use it later. In the evening, there is a greater proportion of males than females in the library than is the case earlier in the day.

Conclusion and Discussion

This report was based upon a survey of library use at the Georgia State University library over a sixteen-day period. The sample was random,

Table 3
Day and Time of Library Use

Percentages

	Early Morning	10 a.m. Break	Late Morning	Afternoon	Evening	N
Saturday	NOT	0*	48	30	22	252
Sunday	OPEN		23	25	52	198
Monday	10	13	40	27	10	576
Tuesday	28	0*	14	14	45	810
Wednesday	18	11	47	18	5	666
Thursday	13	15	25	20	28	335
Friday	0*	31	29	23	18	474

$X^2 = 1197.3$ df = 24 $p < .0001$

Note: All rows may not sum to 100 percent due to rounding.

*The zeros in the table are sampling zeros, due to the sampling scheme, and it should not be inferred that they are true zeros.

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stratified by date, time, and importance. The survey instrument solicited opinions on library services and collections, demographic and academic information on respondents, and the frequency and times they used the library. The analysis of the data consisted of cross-classifying the opinions about the library with the demographic items and then the time variables.

There were 3,312 questionnaires returned, 52 percent of those distributed. It was found that when compared with the general student population, a disproportionate number of males, upperclassmen, and liberal arts and business administration students were library users.

It was found that eleven percent of the library users were individuals not affiliated with Georgia State, including a large number of students from local colleges and some non-academic public use. Atlanta University Complex students comprised almost half of the non-GSU usage.

This study found no evidence that major barriers to usage exist. For instance, the map of users showed a substantial number of users from outlying areas. The number of users by time period showed light traffic during early morning and late evening time periods, the possible exception being the late opening on Sunday afternoon. Given the amount of non-GSU usage of the library, there appears to be no evidence that there are access problems with the facility.

A large majority of the students appear to be satisfied with the library services and collections. However, GSU faculty members did not indicate a correspondingly high level of satisfaction.

This survey was conducted to determine the characteristics, needs, and opinions of individuals who use the William Russell Pullen Library. The wealth of information contained within the tables cannot be adequately summarized in a research paper. For a detailed analysis, please consult the tables in the appendix.

Appendix A
The Survey Instrument

LIBRARY USE SURVEY

1. How frequently do you use this library?

Daily	1. ( ) (1)
More than once a week	2. ( )
Once a week	3. ( )
Once a week to once a month	4. ( )
Less than once a month	5. ( )

2. How often do you use this library for: Write in the appropriate number.
1. Often
2. Sometimes
3. Never

Study of class texts and notes	[ ] (2)
Finding materials for term papers and course projects	[ ] (3)
Reserve materials	[ ] (4)
Leisure reading	[ ] (5)
Job/work related information	[ ] (6)
Faculty research	[ ] (7)
Thesis or dissertation research	[ ] (8)
Other _____	[ ] (9)

3. To what extent do the following services and facilities of this library meet your needs? Write in the appropriate number.
1. Excellent
2. Good
3. Fair
4. Poor

Journal collection	[ ] (10)
Book collection	[ ] (11)
Circulation Department Services	[ ] (12)
Reference Department services	[ ] (13)

4. What is your major field of study?

_____ (14-15)

5. What is your status?

Freshman	1. ( ) (16)
Sophomore	2. ( )
Junior	3. ( )
Senior	4. ( )
Graduate Student	5. ( )
Faculty	6. ( )
Staff	7. ( )
Alumni	8. ( )
Other _____	9. ( )

6. What is your institutional affiliation?

Georgia State University	01. ( ) (17-18)
Agnes Scott	02. ( )
Atlanta University complex	03. ( )
Dekalb College	04. ( )
Emory University	05. ( )
Georgia Tech	06. ( )
University of Georgia	07. ( )
Other institutions of the University System of Georgia	08. ( )
_____(please fill in)	
Business community	09. ( )
Government employees	10. ( )
Other	11. ( )
_____(please fill in)	

7. What is the zip code for your current mailing address?

_ _ _ _ _ (19-23)

8. What is your age?

18 years or under	1. ( ) (24)
19-20 years	2. ( )
21-22 years	3. ( )
23-29 years	4. ( )
30-39 years	5. ( )
40-61 years	6. ( )
62- years	7. ( )

9. What is your sex?

Male	1. ( ) (25)
Female	2. ( )

_ _ _ _ _ _ _

_ _ _

_ _ _ _

If you wish, please make comments or suggestions about this library and its services on the back.

Appendix B

Cross-Tabulations
Demographic Characteristics

The tables for this study were constructed to make the best intuitive sense. To analyze a table, first determine whether the percentages sum across the rows to 100 percent or down the columns to 100 percent. If the number of cases (N) is listed at the bottom of the columns, the percentages sum down the column. If the N is listed to the side of the table, the percentages sum across the rows. Interpretation of the table is different depending on which way the percentages run. The results of those tables which are not statistically significant (large p values) are not summarized.

Respondents' Affiliation

* The overwhelming proportion of library users are associated with Georgia State (89%). Eleven percent, however, are associated with places other than Georgia State. Atlanta University Complex is the largest single non-GSU user and other academic institutions (Emory University, Georgia Tech, Agnes Scott, DeKalb College, University of Georgia, and other university system institutions) comprise another significant group (4%).

* There is a small amount of non-academic use (3%).

Table B-1

Respondents' Affiliation

	Georgia State University	Atlanta University Complex	Other academic institutions	Business community	Government	Other	N
Total	89	4	4	1	1	1	3293

Respondents' Major Field of Study

* The largest proportion of library users are in Business (36%). Another third of the use is by Arts and Sciences (humanities, social sciences, and physical sciences).

* Use of the library by respondents affiliated with Georgia State are proportionately similar to use by all respondents. A relatively large proportion of respondents from Atlanta University Complex and other academic institutions major in fields not offered by Georgia State.

Table B-2

Respondents' Major Field of Study by Other Demographic Characteristics

	Allied Health Sciences	Humanities	Social Sciences	Physical Sciences	Business	Education	General Studies	Urban Life	Non-GSU degrees	Other declared	Undeclared	N	χ^2	df	p
	Responses %														
Total	7	15	11	8	36	13	1	6	1	2	1	3142			
Affiliation													663.2	50	<.0001
Georgia State University	7	15	11	7	37	13	2	6	0	2	1	2827			
Atlanta University Complex	2	8	19	19	18	12	0	5	15	3	0	127			
Other academic institutions	5	5	8	15	26	10	0	3	19	8	2	111			
Business community	3	10	3	0	62	0	0	0	10	10	0	29			
Government												8			
Other	4	22	9	4	4	13	0	4	13	26	0	23			

Respondents' Status

Differences in the interpretation of "General Studies" explain why upperclassmen, graduate students, and faculty stated that they major in General Studies.

* The heaviest use of the library is by upperclassmen and graduate students.

* While faculty members comprise only 2.5 percent of the use according to this survey, they accounted for 6 percent of the circulation during 1977 (Source: University Librarian).

* Allied health sciences, humanities, social sciences, physical sciences, business, and urban life have the highest proportions of library use at the upperclassmen level. General studies and "Other," both declared and undeclared, have the highest proportion of library use at the lower classmen level. Education's predominant library users are graduate students.

* The percent of Arts and Sciences' faculty members who use the library is higher than the percent of faculty users in other fields.

* When non-Georgia State users are removed, the use by upperclassmen becomes even stronger. Forty-one percent of the library use by those associated with Georgia State are upperclassmen. One-third of Atlanta University Complex are lower classmen, a third are upperclassmen, and another third are graduate students. A higher proportion of "other academic" users are faculty members (6%) than is the case for Georgia State users (2.5%).

Table B-3

Respondents' Status by Other Demographic Characteristics

	Lower Classmen	Upper Classmen	Graduate Students	Faculty	Other	N	X^2	df	p
	Responses %								
Total	20	40	32	3	5	3272			
Major Field of Study							710.0	40	<.0001
Allied Health Sciences	39	49	10	1	1	201			
Humanities	23	45	23	5	6	449			
Social Sciences	12	49	33	4	2	345			
Physical Sciences	28	50	12	3	7	242			
Business	17	41	37	2	3	1111			
Education	9	18	69	2	2	397			
General Studies	60	29	4	2	4	45			
Urban Life	15	56	26	1	3	178			
Non-GSU degrees	35	29	15	2	19	48			
Other declared	36	10	28	2	23	61			
Undeclared	82	6	3	0	9	34			
Affiliation							498.3	20	<.0001
Georgia State University	20	41	33	3	3	2917			
Atlanta University Complex	30	34	33	1	1	132			
Other academic institutions	26	21	30	6	18	125			
Business community	3	8	32	0	58	38			
Government	8	0	31	0	62	13			
Other	17	7	27	3	47	30			

Respondents' Sex

* Slightly more males than females use the library. Respondents are fairly even in sex ratio for most affiliations although the business and government users are more often male.

* There are large differences in sex ratio by major field. Allied health sciences and education are predominantly female while physical sciences, business, urban life, and respondents with majors not offered by Georgia State have higher percentages which are male.

* While lower classmen respondents are evenly divided between males and females, the other status groups have higher percentages of males.

Table B-4

Respondents' Sex by Other Demographic Characteristics

	Male	Female				
	Responses %		N	X^2	df	p
Total	57	43	3280			
Major Field of Study				377.4	10	< .0001
Allied Health Sciences	26	74	204			
Humanities	48	52	454			
Social Sciences	50	50	343			
Physical Sciences	69	31	241			
Business	75	25	1106			
Education	30	70	394			
General Studies	57	43	46			
Urban Life	63	37	178			
Non-GSU degrees	65	35	48			
Other declared	62	38	63			
Undeclared	43	57	35			
Status				29.2	4	< .0001
Lower Classmen	50	50	663			
Upper Classmen	59	41	1277			
Graduate Students	56	44	1047			
Faculty	71	29	83			
Other	66	34	171			
Affiliation				12.8	5	.03
Georgia State University	56	44	2916			
Atlanta University Complex	58	42	132			
Other academic institutions	62	38	126			
Business community	81	19	37			
Government	77	23	13			
Other	53	47	38			

Respondents' Age

Ages of the respondents were grouped roughly into categories of academic status: 18 years and less (high school students), 19-20 (lower classmen), 21-22 (upperclassmen), etc.

* The largest proportion of library users are between 23 and 29 years old. There is also a large proportion between 30 and 39 and between 21 and 22.

* Education respondents tend to be older with larger proportions in the 30 to 39 and 40 to 61 age groups. "Non-GSU degree," "other declared majors," and "undeclared" majors tend to be younger than other major field groups.

* Lower classmen are predominantly under 20 years old, upperclassmen are mostly 20 to 29, and graduate students between 23 and 39. Faculty members are predominantly between 30 and 61.

* Users from the business community are almost all older than 23 years. Respondents from Atlanta University Complex and other academic institutions are, on the average, younger than users affiliated with Georgia State.

* There are no large differences in age by sex.

Table B-5

Respondents' Age by Other Demographic Characteristics

	18 Years & Less	19-20	21-22	23-29	30-39	40-61	62 and Over	N	X^2	df	p
	Responses %										
Total	5	15	17	39	19	6	0	3299			
Major Field of Study									326.7	60	<.0001
Allied Health Sciences	8	18	18	39	15	3	0	204			
Humanities	4	16	22	34	18	6	0	458			
Social Sciences	1	13	20	42	19	5	0	346			
Physical Sciences	10	16	21	38	11	3	0	244			
Business	2	16	17	41	19	5	0	1113			
Education	2	7	9	39	30	12	1	395			
General Studies	15	26	20	26	11	2	0	46			
Urban Life	2	15	24	40	16	5	0	179			
Non-GSU degrees	21	29	17	25	6	2	0	48			
Other declared	16	13	17	42	8	5	0	64			
Undeclared	27	35	12	15	12	0	0	34			
Status									1834.2	24	<.0001
Lower classmen	20	44	13	16	5	2	0	665			
Upper classmen	0	14	31	39	14	3	0	1288			
Graduate Students	1	0	7	53	30	9	0	1054			
Faculty	0	0	0	21	42	35	2	82			
Other	7	4	5	46	27	11	1	170			
Affiliation									186.3	30	<.0001
Georgia State University	4	15	17	39	19	6	0	2931			
Atlanta University Complex	14	24	25	25	8	4	0	132			
Other academic institutions	11	13	20	38	12	6	2	128			
Business community	0	0	8	53	37	3	0	38			
Government	0	8	15	31	31	15	0	13			
Other	32	8	8	32	13	8	0	38			
Sex									37.7	6	<.0001
Male	4	13	18	42	18	5	0	1868			
Female	6	17	17	34	19	7	0	1404			

Appendix C

Cross-Tabulations
Frequency of Use by Demographic Characterisitcs of Users

Frequency of Use

* Eighty-two percent of the respondents say they use the library at least once a week.

* One-third of the respondents use the library daily.

* Six percent use the library less than once a month. Some potential respondents in this category may have been missed in the two week survey.

* As expected, users affiliated with Georgia State University are more frequent users than those not affiliated with Georgia State. While in general six percent of the users come to the library less than once a month, only four percent of GSU users come less than once a month.

* Thirty-three percent of the total respondents use the library daily; 46 percent of physical science and 44 percent of general studies respondents use it daily while only 19 percent of the education users come daily.

* Higher proportions of the undergraduates (lower classmen - 37 percent and upper classmen - 38 percent) use the library daily while lower proportions of graduate students (26%), faculty (24%), and "others" (18%) come daily. Graduate students are high in the proportion who use the library more than once a week.

* Users 18 years old and less use the library less frequently than other age groups.

* Females are slightly lower than males in the percent who use the library daily.

Table C-1

How frequently do you use this library?

	Daily	More than once a week	Once a week	Once a week to once a month	Less than once a month	N	X^2	df	p
	Responses(%)								
Total	33	38	11	12	6	3303			
Affiliation							382.1	20	<.0001
Georgia State University	35	39	11	11	4	2936			
Atlanta University Complex	6	39	9	29	17	131			
Other academic institutions	19	25	12	17	27	129			
Business community	13	24	18	18	26	38			
Government	8	46	15	8	23	13			
Other	5	13	16	21	45	38			
Major Field of Study							171.4	40	<.0001
Allied Health Sciences	33	37	10	16	4	204			
Humanities	35	32	12	17	4	460			
Social Sciences	34	41	9	11	5	346			
Physical Sciences	46	32	10	6	6	242			
Business	33	41	10	10	6	1112			
Education	19	47	14	17	5	398			
General Studies	44	26	11	15	4	46			
Urban Life	30	36	17	10	7	179			
Non-GSU degrees	15	23	6	34	21	47			
Other declared	28	33	8	17	14	64			
Undeclared	54	20	14	9	3	35			
Status							202.7	16	<.0001
Lower Classmen	37	32	11	12	8	664			
Upper Classmen	38	37	10	12	4	1286			
Graduate Students	26	45	13	12	4	1059			
Faculty	24	39	13	18	6	83			
Other	18	29	11	16	25	171			
Age							116.4	24	<.0001
18 and less	31	26	9	19	15	151			
19-20	39	33	10	12	7	480			
21-22	39	35	8	13	5	573			
23-29	33	39	11	11	6	1269			
30-39	25	42	16	13	5	617			
40-61	20	43	11	20	7	195			
62 and over						5			
Sex							65.5	4	<.0001
Male	38	37	10	10	5	1866			
Female	26	38	13	16	8	1405			

Note: All rows may not sum to 100% due to rounding.

Use of the Library to Study Class Texts and Notes

* More than half of the respondents use the library "often" to study for class. One-third use the library "sometimes" and 14 percent say they "never" use the library for this purpose.

* Lower proportions of respondents not from Georgia State use the library "often" to study class notes than those from Georgia State. However, a surprisingly large percent of Atlanta University Complex respondents (42%) use the library for studying texts and notes "sometimes."

* Higher proportions of physical science (62%) and general studies (65%) use the library "often" to study for class while a lower proportion of education respondents (39%) and users with majors not offered by Georgia State (35%) use it "often."

* A relatively high proportion of undergraduates use the library "often" to study class texts and notes while three-fourths of the faculty respondents "never" study for class in the library.

* Those between 19 and 29 years old are higher in the percent who use the library "often" for studying.

* A smaller percent of females than males use the library "often" to study for class.

Table C-2

How often do you use this library for study of class texts and notes?

	Often	Sometimes	Never	N	x^2	df	p
	Responses(%)						
Total	53	34	13	3068			
Affiliation					132.5	10	<.0001
Georgia State University	55	34	12	2764			
Atlanta University Complex	35	42	23	114			
Other academic institutions	33	30	37	107			
Business community	37	30	33	30			
Government				8			
Other	21	28	52	29			
Major Field of Study					128.3	20	<.0001
Allied Health Sciences	56	36	7	190			
Humanities	43	37	20	417			
Social Sciences	48	36	16	326			
Physical Sciences	62	25	13	229			
Business	59	33	9	1062			
Education	39	42	19	366			
General Studies	65	24	11	46			
Urban Life	58	33	9	169			
Non-GSU degrees	35	28	37	43			
Other declared	57	27	16	56			
Undeclared	61	33	6	33			
Status					333.1	8	<.0001
Lower Classmen	57	33	10	650			
Upper Classmen	60	32	8	1235			
Graduate Students	45	39	15	976			
Faculty	6	19	75	52			
Other	36	21	43	125			
Age					59.0	12	<.0001
18 and less	48	31	21	145			
19-20	57	34	9	469			
21-22	56	35	9	554			
23-29	55	32	14	1179			
30-39	45	37	17	554			
40-61	39	40	22	156			
62 and over				2			
Sex					24.2	2	<.0001
Male	56	33	11	1724			
Female	48	36	16	1320			

Note: All rows may not sum to 100% due to rounding.

Use of the Library to Find Materials for Term Papers and Course Projects

* One-half of the respondents use the library "often" to find materials for projects.

* Fifty percent of the respondents associated with Georgia State University use the library "often" for source materials. A surprisingly large proportion of Atlanta University Complex respondents use the library "often" for this purpose.

* There are large variations in the proportions of each major field which use the library "often" to obtain source materials for class. Larger proportions of humanities (59%), social sciences (62%), education (66%), general studies (60%), urban life (65%), and non-GSU program (59%) respondents use the library "often" for source materials while physical science (33%), business (42%), allied health sciences (45%), and other declared majors (33%), are lower in this regard.

* In the proportion of those who use the library "often" to gather source materials, graduate students are higher than are undergraduates.

* The 19 to 22 year old category is low in the proportion of those who use the library "often."

* Females are somewhat higher in the percent who use the library "often" for this purpose.

Table C-3

How often do you use this library for finding materials for term papers and course projects?

	Often	Sometimes	Never	N	X^2	df	p
	Responses (%)						
Total	50	42	8	3067			
Affiliation					129.2	10	<.0001
Georgia State University	51	42	7	2756			
Atlanta University Complex	68	28	3	120			
Other academic institutions	44	35	21	108			
Business community	28	31	41	29			
Government				6			
Other	32	32	36	31			
Major Field of Study					193.6	20	<.0001
Allied Health Sciences	45	47	8	193			
Humanities	59	34	6	421			
Social Sciences	62	33	6	330			
Physical Sciences	33	53	14	227			
Business	42	49	10	1048			
Education	66	33	2	372			
General Studies	60	33	7	45			
Urban Life	65	33	2	169			
Non-GSU degrees	59	18	23	44			
Other declared	33	50	17	52			
Undeclared	27	60	12	33			
Status					581.3	8	<.0001
Lower Classmen	44	48	7	639			
Upper Classmen	48	47	5	1237			
Graduate Students	63	32	5	988			
Faculty	16	18	66	50			
Other	17	34	49	121			
Age					78.0	12	<.0001
18 and less	62	33	5	147			
19-20	40	52	8	467			
21-22	46	47	6	552			
23-29	50	41	9	1176			
30-39	59	33	8	558			
40-61	54	30	16	156			
62 and over				2			
Sex					30.0	2	<.0001
Male	46	45	9	1714			
Female	56	37	7	1329			

Note: All rows may not sum to 100% due to rounding.

Use of the Library for Reserve Materials

From the responses, it is evident that a small number of respondents confused reserve with reference materials.

* A smaller proportion of respondents use the library for reserve materials than to study course texts and notes or to obtain source materials for class. One-third state they "never" use the library for reserve materials.

* A slightly higher proportion of users from Atlanta University Complex use the library for reserve materials than the proportion of users from Georgia State.

* Allied health sciences (23%), humanities (22%), social sciences (24%), and education (26%) are high in the proportion who use the library "often" for reserve materials. Physical sciences (10%), business (14%), and general studies (14%) are low.

* Graduate students and those between 30 and 39 years old are higher in the percent who use the library "often" for this purpose.

* Females are slightly higher in the proportion who use reserve materials in the library "often."

Table C-4

How often do you use this library for reserve materials?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	18	48	34	2993			
Affiliation					55.3	10	< .0001
Georgia State University	18	50	32	2699			
Atlanta University Complex	20	37	43	113			
Other academic institutions	11	30	59	102			
Business community	15	41	44	27			
Government				7			
Other	21	21	59	29			
Major Field of Study					135.5	20	< .0001
Allied Health Sciences	23	46	31	188			
Humanities	22	42	36	417			
Social Sciences	24	53	23	326			
Physical Sciences	10	56	35	227			
Business	14	50	37	1024			
Education	26	51	23	357			
General Studies	14	48	39	44			
Urban Life	20	50	30	159			
Non-GSU degrees	12	29	59	41			
Other declared	8	24	68	50			
Undeclared	3	36	61	33			
Status					278.5	8	< .0001
Lower Classmen	10	36	54	628			
Upper Classmen	16	56	28	1209			
Graduate Students	27	50	23	956			
Faculty	6	34	60	53			
Other	9	35	57	118			
Age					166.7	12	< .0001
18 and less	11	24	65	144			
19-20	8	45	47	460			
21-22	17	49	34	543			
23-29	20	51	29	1148			
30-39	26	47	27	539			
40-61	17	61	22	149			
62 and over				1			
Sex					36.5	2	< .0001
Male	16	53	31	1676			
Female	21	42	37	1294			

Note: All rows may not sum to 100% due to rounding.

Use of the Library for Leisure Reading

* Respondents are evenly divided in the proportion who use the library for leisure reading "sometimes" and "never." Fourteen percent use the library "often" for this purpose.

* It is surprising that 22% of the business community respondents stated they use the library "often" for leisure reading and another 52% use it "sometimes" for that purpose.

* The humanities (18%) and general studies (24%) respondents are higher in the proportion who use the library for leisure reading.

* While graduate students (9%) and faculty (9%) are low in the proportion of those who "often" use the library for leisure reading, there is a high percent of respondents in the "other" category (24%).

* The age group from 19 to 20 years old is high in the proportion who use the library for leisure reading "often."

* Males are somewhat higher than females in the proportion of those who use the library "often" for this purpose.

Table C-5

How often do you use this library for leisure reading?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	14	43	43	3007			
Affiliation					49.7	10	< .0001
Georgia State University	14	44	42	2708			
Atlanta University Complex	4	27	68	113			
Other academic institutions	9	37	55	104			
Business community	22	52	26	27			
Government				8			
Other	10	26	65	31			
Major Field of Study					92.6	20	< .0001
Allied Health Sciences	11	37	51	187			
Humanities	18	46	36	420			
Social Sciences	13	41	46	325			
Physical Sciences	11	48	40	228			
Business	14	48	38	1029			
Education	9	32	59	350			
General Studies	24	35	41	46			
Urban Life	14	40	46	160			
Non-GSU degrees	5	22	73	41			
Other declared	14	43	43	51			
Undeclared	21	42	36	33			
Status					69.9	8	< .0001
Lower Classmen	17	41	42	634			
Upper Classmen	15	46	39	1209			
Graduate Students	9	40	52	945			
Faculty	9	58	34	59			
Other	24	47	29	129			
Age					44.4	12	< .0001
18 and less	12	39	49	146			
19-20	19	42	39	466			
21-22	15	46	39	544			
23-29	13	46	41	1155			
30-39	10	39	51	538			
40-61	9	37	54	148			
62 and over				2			
Sex					121.9	2	< .0001
Male	17	48	35	1702			
Female	9	37	54	1283			

Note: All rows may not sum to 100% due to rounding.

Use of the Library for Job/Work Related Information

* Most respondents do not use the library for job related information.

* Respondents from Atlanta University Complex and "other academic institutions" are higher in the proportion of those who use the library "often" for job information than are those associated with Georgia State.

* Physical science respondents (72%) and those with majors not offered at Georgia State (78%) are highest in the percent who "never" use the library for job information.

* Faculty respondents are far higher than other respondents in the percent who use the library "often" for job information.

* As age increases, use of the library "often" for job information generally increases.

* A higher percent of males than females use the library "often" for this purpose.

Table C-6

How often do you use this library for job/work related information?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	9	27	64	2944			
Affiliation					41.0	10	< .0001
Georgia State University	9	27	64	2645			
Atlanta University Complex	11	18	71	111			
Other academic institutions	13	28	59	104			
Business community	17	47	37	30			
Government				9			
Other	7	25	68	28			
Major Field of Study					32.9	20	.03
Allied Health Sciences	11	27	63	188			
Humanities	11	24	65	401			
Social Sciences	10	22	68	320			
Physical Sciences	10	19	72	221			
Business	8	30	63	1009			
Education	10	30	60	347			
General Studies	10	21	69	42			
Urban Life	9	29	62	157			
Non-GSU degrees	10	12	78	41			
Other declared	14	25	62	52			
Undeclared	0	21	79	33			
Status					347.8	8	< .0001
Lower Classmen	4	18	78	622			
Upper Classmen	6	24	70	1177			
Graduate Students	11	36	53	925			
Faculty	57	25	18	60			
Other	26	35	39	133			
Age					205.1	12	< .0001
18 and less	5	8	87	144			
19-20	3	18	79	457			
21-22	7	21	72	533			
23-29	10	30	60	1127			
30-39	14	36	50	522			
40-61	22	30	49	149			
62 and over				4			
Sex					20.0	2	< .0001
Male	11	29	60	1660			
Female	8	24	69	1264			

Note: All rows may not sum to 100% due to rounding.

Use of the Library for Faculty Research

From the responses, it is evident that some of the respondents interpreted "faculty research" to mean "research assigned by faculty."

* Only 13 percent of all the respondents say they ever do faculty research in the library. Seventy-seven percent of the faculty respondents use the library "often" for faculty research.

* Major fields in Arts and Sciences are relatively high in the proportion who use the library "often" for faculty research.

* In general, as age increases, use of the library "often" for faculty research increases.

* Males are higher than females in the proportion who use the library "often" for this purpose.

Table C-7

How often do you use this library for faculty research?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	6	7	87	2836			
Affiliation					6.7	10	.75
Georgia State University	6	7	87	2553			
Atlanta University Complex	5	11	84	107			
Other academic institutions	6	9	85	100			
Business community	4	0	96	25			
Government				6			
Other	4	7	89	28			
Major Field of Study					51.8	20	<.0001
Allied Health Sciences	1	3	96	180			
Humanities	8	4	88	382			
Social Sciences	10	8	82	310			
Physical Sciences	8	8	84	218			
Business	6	7	87	980			
Education	5	11	85	330			
General Studies	3	3	94	40			
Urban Life	2	6	92	150			
Non-GSU degrees	2	10	88	42			
Other declared	2	8	90	49			
Undeclared	0	3	97	32			
Status					904.9	8	<.0001
Lower Classmen	1	3	96	603			
Upper Classmen	2	4	94	1141			
Graduate Students	8	13	80	874			
Faculty	77	18	5	78			
Other	4	8	88	115			
Age					204.6	12	<.0001
18 and less	1	3	96	142			
19-20	1	3	96	446			
21-22	3	6	91	517			
23-29	5	8	88	1087			
30-39	13	10	77	486			
40-61	21	13	66	149			
62 and over				3			
Sex					24.3	2	<.0001
Male	7	8	85	1590			
Female	3	6	90	1228			

Note: All rows may not sum to 100% due to rounding.

Use of the Library for Thesis or Dissertation Research

* Few of the respondents would be expected to do this type of research since only 32 percent are graduate students. Seventy-nine percent of the respondents state that they never use the library for thesis research. Nineteen percent of the graduate students use the library "often" for thesis research, 13% "sometimes", and 68% "never."

* One-quarter of the respondents from Atlanta University use the library "often" for thesis research.

* Of those who use the library "often" for thesis research, humanities (14%), social sciences (17%), education (16%), and non-GSU program (16%) respondents are relatively high while allied health sciences (3%), business (6%), general studies (5%), and urban life (3%) are low.

* Those over 30 years old are higher than other age groups in the proportion who use the library "often" for thesis research.

Table C-8

How often do you use this library for thesis or dissertation research?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	10	11	79	2814			
Affiliation					45.9	10	<.0001
Georgia State University	9	11	80	2528			
Atlanta University Complex	24	15	62	110			
Other academic institutions	15	17	68	100			
Business community	8	8	84	25			
Government				7			
Other	24	7	69	29			
Major Field of Study					117.3	20	<.0001
Allied Health Sciences	3	8	89	180			
Humanities	14	9	77	386			
Social Sciences	17	14	69	312			
Physical Sciences	8	16	76	212			
Business	6	11	83	969			
Education	16	11	73	329			
General Studies	5	26	69	39			
Urban Life	3	10	88	147			
Non-GSU degrees	16	5	79	43			
Other declared	7	4	89	46			
Undeclared	0	25	75	32			
Status					179.8	8	<.0001
Lower Classmen	6	17	77	603			
Upper Classmen	5	8	88	1137			
Graduate Students	19	13	68	886			
Faculty	8	10	82	48			
Other	8	7	85	116			
Age					74.6	12	<.0001
18 and less	10	21	69	142			
19-20	6	12	82	448			
21-22	7	10	84	511			
23-29	9	10	81	1075			
30-39	18	10	72	493			
40-61	12	18	70	138			
62 and over				1			
Sex					4.6	2	.10
Male	10	12	78	1569			
Female	10	10	80	1227			

Note: All rows may not sum to 100% due to rounding.

Other Library Uses

* Forty percent of the respondents state they use the library for purposes other than those previously asked about.

* The Arts and Sciences respondents (humanities - 27%, social sciences - 26%, and physical sciences - 27%) and education (29%) are high in the percent who use the library "often" for "other" purposes.

* Most cross-tabulations for this question are not statistically significant.

Table C-9

How often do you use this library for other uses?

	Often	Sometimes	Never	N	X^2	df	p
	Responses(%)						
Total	20	20	60	655			
Affiliation					9.7	10	.47
Georgia State University	20	20	60	586			
Atlanta University Complex	15	35	50	20			
Other academic institutions	13	22	65	23			
Business community				9			
Government				1			
Other	9	9	82	11			
Major Field of Study					24.6	20	.22
Allied Health Sciences	17	22	61	36			
Humanities	27	26	47	81			
Social Sciences	26	19	55	65			
Physical Sciences	27	14	59	56			
Business	16	18	66	267			
Education	29	17	55	42			
General Studies	18	36	46	11			
Urban Life	15	15	70	39			
Non-GSU degrees				10			
Other declared	8	42	50	12			
Undeclared				5			
Status					7.4	8	.49
Lower Classmen	19	23	59	146			
Upper Classmen	22	19	60	289			
Graduate Students	18	18	65	169			
Faculty	36	27	36	11			
Other	15	29	56	34			
Age					13.3	10	.21
18 and less	17	27	57	30			
19-20	22	19	59	110			
21-22	30	17	53	117			
23-29	16	20	64	264			
30-39	18	23	59	101			
40-61	13	22	66	32			
62 and over				0			
Sex					0.1	2	.99
Male	20	20	60	399			
Female	19	20	61	252			

Note: All rows may not sum to 100% due to rounding.

Appendix D

Cross-Tabulations
Satisfaction with the Library by Demographic Characteristics of Users

Satisfaction with Journal Collection

* Eighty percent say that the journal collection is "good" or "excellent" in meeting their needs. Twenty-eight percent say the collection is "excellent."

* The respondents from the business community are highest in the proportion who rate the journal collection "excellent." Atlanta University Complex respondents are also high in this regard. Respondents from "other academic institutions" are highest in the proportion who rate the collection "poor."

* Respondents in major fields which are not offered at Georgia State are highest in the proportion who rate the collection "excellent" but also highest in the proportion who rate it "poor" (11%). This is a relatively high proportion but one might expect the journal collection to be weaker in areas not formally offered at Georgia State.

* Faculty respondents are lowest in the proportion who rate the journal collection "excellent" and highest in the proportion who rate it "poor."

* Those 18 years and less and over 40 years are higher in the proportion who rate the collection "excellent."

* Males are slightly higher than females in the percent who say the journal collection is "excellent."

Table D-1

To what extent does the journal collection of this library meet your needs?

	Responses(%)				N	x^2	df	p
	Excellent	Good	Fair	Poor				
Total	28	54	14	3	2932			
Affiliation						33.5	15	.004
Georgia State University	28	55	14	3	2649			
Atlanta University Complex	39	48	10	3	110			
Other academic institutions	25	50	17	8	95			
Business community	50	39	7	4	28			
Government					8			
Other	46	32	18	4	28			
Major Field of Study						46.1	30	.03
Allied Health Sciences	27	60	12	1	178			
Humanities	25	52	18	4	398			
Social Sciences	25	58	13	4	323			
Physical Sciences	25	56	15	4	215			
Business	31	54	12	3	1000			
Education	30	50	17	3	368			
General Studies	33	58	10	0	40			
Urban Life	27	52	17	4	164			
Non-GSU degrees	42	39	8	11	36			
Other declared	28	52	15	4	46			
Undeclared	21	50	25	4	28			
Status						20.5	12	.06
Lower Classmen	27	57	13	3	586			
Upper Classmen	29	55	13	3	1153			
Graduate Students	29	52	16	3	966			
Faculty	15	58	20	6	79			
Other	31	47	16	6	122			
Age						31.7	18	.02
18 and less	35	56	6	3	140			
19-20	28	55	14	4	429			
21-22	26	56	16	3	514			
23-29	28	54	14	4	1127			
30-39	29	52	16	3	549			
40-61	36	51	11	2	161			
62 and over					3			
Sex						18.5	3	.0004
Male	32	52	13	3	1679			
Female	24	57	15	3	1230			

Note: All rows may not sum to 100% due to rounding.

Satisfaction with Book Collection

* Seventy-eight percent rate the book collection as "good" or "excellent." This percentage is slightly lower than similar combined ratings for the other services and collections.

* Those not affiliated with Georgia State are higher in the proportion who rate the book collection "excellent" than those at Georgia State. Atlanta University Complex and "other academic institutions" are very high in this regard.

* General studies (42%), non-GSU majors (36%), and undeclared majors (36%) are highest in the proportion who rate the book collection "excellent." Humanities respondents are slightly higher in the percent who rate the collection "poor."

* Lower classmen are higher than others in the percent who rate the collection "excellent." The faculty respondents were very low in this regard - only 11 percent rate the book collection "excellent." Graduate students were also relatively low.

Table D-2

To what extent does the book collection of this library meet your needs?

	Excellent	Good	Fair	Poor	N	X^2	df	p
	Responses(%)							
Total	25	53	18	4	3039			
Affiliation						51.4	15	< .0001
Georgia State University	24	53	19	4	2735			
Atlanta University Complex	47	45	7	1	119			
Other academic institutions	28	52	17	4	102			
Business community	41	45	14	0	29			
Government					8			
Other	47	40	10	3	30			
Major Field of Study						67.0	30	.0001
Allied Health Sciences	24	57	16	3	185			
Humanities	28	46	21	6	428			
Social Sciences	20	57	19	5	329			
Physical Sciences	29	52	17	3	224			
Business	26	55	16	4	1025			
Education	21	51	25	4	376			
General Studies	42	50	2	2	42			
Urban Life	28	55	16	2	167			
Non-GSU degrees	49	42	10	0	41			
Other declared	25	52	19	4	52			
Undeclared	36	42	16	6	31			
Status						105.7	12	< .0001
Lower Classmen	35	52	11	2	616			
Upper Classmen	28	53	16	3	1202			
Graduate Students	18	54	23	5	988			
Faculty	11	54	28	8	80			
Other	27	47	24	3	122			
Age						106.1	18	< .0001
18 and less	55	33	14	1	141			
19-20	30	57	10	3	442			
21-22	25	51	20	4	536			
23-29	23	53	19	5	1170			
30-39	21	55	21	3	562			
40-61	23	53	20	3	175			
62 and over					4			
Sex						14.5	3	.002
Male	27	51	17	5	1724			
Female	23	55	19	3	1290			

Note: All rows may not sum to 100% due to rounding.

51

Satisfaction with Circulation Department

* Eighty-one percent rate the circulation department as "good" or "excellent."

* Those respondents 18 years old and younger and those over 40 years old are highest in proportion who rate the department as "excellent."

* There is little difference between male and female respondents on this question.

* Several cross-tabulations are statistically insignificant for this question.

Table D-3

To what extent do the circulation department services of this library meet your needs?

	Excellent	Good	Fair	Poor	N	x^2	df	p
	Responses(%)							
Total	23	58	16	3	2837			
Affiliation						16.4	15	.36
Georgia State University	23	58	16	3	2573			
Atlanta University Complex	28	55	14	3	105			
Other academic institutions	15	60	20	6	89			
Business community	28	56	16	0	25			
Government					6			
Other	32	56	12	0	25			
Major Field of Study						28.0	30	.57
Allied Health Sciences	19	59	19	4	173			
Humanities	22	58	17	2	398			
Social Sciences	22	56	19	4	313			
Physical Sciences	26	57	14	3	203			
Business	22	61	15	2	963			
Education	25	58	15	2	351			
General Studies	43	43	12	2	42			
Urban Life	24	56	17	3	162			
Non-GSU degrees	23	69	6	3	35			
Other declared	18	60	18	4	45			
Undeclared	21	50	29	0	28			
Status						17.1	12	.15
Lower Classmen	26	55	16	2	577			
Upper Classmen	20	60	17	2	1121			
Graduate Students	24	57	16	3	930			
Faculty	20	58	18	4	74			
Other	28	56	14	2	109			
Age						64.7	18	<.0001
18 and less	34	51	13	2	135			
19-20	19	64	15	2	412			
21-22	18	59	21	2	505			
23-29	23	57	17	3	1092			
30-39	24	59	15	2	517			
40-61	32	56	8	4	167			
62 and over					2			
Sex						10.2	3	.02
Male	25	56	16	3	1617			
Female	20	60	17	3	1198			

Note: All rows may not sum to 100% due to rounding.

53

Satisfaction with the Reference Department

* Eighty-five percent rate the reference department as "good" or "excellent" in meeting their needs. One-third of the respondents rate the department "excellent."

* Respondents from Atlanta University Complex and "other" users are highest in the proportion who rate the reference department "excellent." Eleven percent of "other academic institutions" rate the reference department as "poor."

* Lower classmen and "other" are highest in the proportion who rate the department as "excellent."

* Respondents 18 years and less and over 40 years are highest in the proportion who rate the reference department "excellent."

* Cross-tabulations between satisfaction with the reference department and major field or sex are statistically insignificant.

Table D-4

To what extent do the reference department services of this library meet your needs?

	Excellent	Good	Fair	Poor	N	X^2	df	p
	Responses(%)							
Total	33	52	12	3	2906			
Affiliation						37.3	15	.001
Georgia State University	33	52	12	3	2617			
Atlanta University Complex	41	52	5	2	114			
Other academic institutions	29	45	15	11	93			
Business community	33	53	13	0	30			
Government					10			
Other	57	36	7	0	28			
Major Field of Study						22.8	30	.82
Allied Health Sciences	32	54	12	3	179			
Humanities	31	54	12	2	401			
Social Sciences	35	52	10	4	320			
Physical Sciences	32	55	12	2	207			
Business	32	52	12	3	990			
Education	35	51	11	3	361			
General Studies	44	44	12	0	43			
Urban Life	30	51	14	6	164			
Non-GSU degrees	40	55	0	5	38			
Other declared	41	43	14	3	49			
Undeclared	25	57	14	4	28			
Status						19.4	12	.08
Lower Classmen	38	49	11	2	603			
Upper Classmen	30	55	12	3	1142			
Graduate Students	34	51	12	3	945			
Faculty	33	56	7	4	75			
Other	40	44	12	4	115			
Age						63.7	18	< .0001
18 and less	51	40	5	4	139			
19-20	30	56	12	3	431			
21-22	26	58	15	2	517			
23-29	33	50	13	4	1110			
30-39	38	50	9	3	529			
40-61	40	47	10	3	169			
62 and over					3			
Sex						3.0	3	.39
Male	35	51	12	3	1659			
Female	32	53	12	3	1224			

Note: All rows may not sum to 100% due to rounding.

Appendix E

Cross-Tabulations
Library Use Throughout the Week

Demographic Characteristics of Respondents by Day of Use

* On Saturday and Sunday the usage by those affiliated with Georgia State drops approximately 20 percentage points from the percent of use during the week.

* There is little variation in library use of the different major fields from day to day. Allied health sciences, humanities, and social sciences show a slight tendency to use the library on Monday-Wednesday-Friday, while business and urban life constitute a slightly larger proportion on Tuesday and Thursday. Urban life, "Non-GSU degrees," and "other declared" respondents are a larger proportion of the users on the weekend than during the week.

* Graduate students form a larger proportion of library users on the weekend than they do during the week.

* There is little variation in library use by the various age groups from day to day.

* A slightly higher percent of males use the library on Sunday, Tuesday, and Thursday than during the rest of the week.

Table E-1

Demographic Characteristics by Day of Library Use

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Total	χ^2	df	p
Affiliation									268.1	30	<.0001
Georgia State University	71	72	93	92	94	90	91	89			
Atlanta University Complex	17	13	2	2	3	3	2	4			
Other academic institutions	8	10	2	4	2	4	4	4			
Business community	1	1	2	1	1	1	2	1			
Government	0	0	0	1	0	1	1	0			
Other	3	5	1	1	0	1	1	1			
N =	252	198	569	805	663	334	472				
Major Field of Study									119.2	60	<.0001
Allied Health Sciences	10	3	7	5	7	6	7	7			
Humanities	13	10	15	14	16	12	18	15			
Social Sciences	10	10	13	9	12	10	14	11			
Physical Sciences	8	9	6	7	8	7	10	8			
Business	29	37	37	42	31	40	29	36			
Education	13	16	13	11	15	13	11	13			
General Studies	0	1	2	1	2	2	1	2			
Urban Life	7	7	5	6	5	6	5	6			
Non-GSU degrees	5	4	1	1	2	1	1	2			
Other declared	4	3	1	2	2	2	2	2			
Undeclared	1	1	1	1	1	1	1	1			
N =	242	185	539	779	646	315	442				
Status									71.0	24	<.0001
Lower Classmen	21	17	20	19	23	19	23	20			
Upper Classmen	31	29	42	40	44	36	41	40			
Graduate Students	39	48	30	35	26	38	27	32			
Faculty	2	1	3	3	2	2	3	3			
Other	7	6	4	4	6	5	7	5			
N =	249	194	570	803	663	328	465				
Age									42.7	36	.21
18 & Less	6	6	4	4	6	5	5	5			
19-20	12	9	16	13	18	13	16	15			
21-22	16	15	15	18	19	16	19	17			
23-29	39	43	39	40	35	40	39	39			
30-39	21	22	19	20	18	20	15	19			
40-61	6	5	7	6	5	6	6	6			
62+	0	0	0	0	0	0	0	2			
N =	252	197	574	809	666	333	468				
Sex									24.3	6	.0005
Male	51	60	52	63	54	60	57	57			
Female	49	40	47	37	46	40	43	43			
N =	253	196	571	803	661	330	466				

Note: All columns may not sum to 100% due to rounding.

Frequency of Library Use by Day of Library Use

* Use of the library reaches a peak in midweek (Tuesday and Wednesday) and a low point on the weekend.

* On Tuesday, Thursday, and Sunday, the greatest use is in the afternoon while on Monday, Wednesday, Friday, and Saturday, the library is used more in the mornings.

* A greater percent of weekday users use the library "often" for studying class notes, for leisure reading, and for faculty research than do the weekend users.

* A greater percentage of library users on Saturday and Sunday use the library "often" for course projects, reserve materials, and thesis research than during the weekdays.

Table E-2

Frequency of Library Use by Day of Use

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Total	χ^2	df	p
Frequency of Use									88.8	24	<.0001
Daily	22	17	35	33	36	34	36	33			
More than once a week	37	37	37	38	38	42	37	38			
Once a week	14	16	10	13	10	10	10	11			
Once a week to once a month	19	15	13	12	11	11	11	12			
Less than once a month	9	15	6	5	5	3	7	6			
N =	250	198	573	808	665	335	474				
Use to Study Class Notes									39.3	12	.0001
Often	43	40	52	55	55	60	51	53			
Sometimes	41	37	34	34	34	29	34	34			
Never	16	23	14	12	12	11	16	14			
N =	221	173	534	757	632	315	436				
Use for Course Projects									25.2	12	.01
Often	58	57	51	51	45	53	48	50			
Sometimes	35	35	42	42	46	39	40	41			
Never	7	7	7	7	9	9	12	8			
N =	224	176	537	748	629	318	435				
Use Reserve Materials									13.4	12	.34
Often	24	19	16	18	18	19	17	18			
Sometimes	46	46	48	48	51	49	47	48			
Never	30	36	37	34	31	32	36	34			
N =	214	167	524	735	623	307	423				
Use for Leisure Reading									42.2	12	<.0001
Often	6	9	14	14	13	18	17	14			
Sometimes	37	37	45	47	43	40	43	43			
Never	57	54	41	39	43	42	41	43			
N =	213	167	527	741	622	309	428				
Use for Job Information									24.9	12	.02
Often	7	8	9	10	8	13	9	9			
Sometimes	26	38	28	28	23	27	24	27			
Never	67	54	63	62	69	60	67	64			
N =	207	158	524	726	609	302	418				
Use for Faculty Research									12.5	12	.41
Often	4	3	7	6	5	5	7	6			
Sometimes	9	10	7	6	7	9	6	7			
Never	88	87	86	88	88	86	87	87			
N =	194	153	501	706	588	289	405				
Use for Thesis Research									20.3	12	.06
Often	15	14	9	9	8	12	10	10			
Sometimes	11	14	9	11	12	10	13	11			
Never	74	72	82	80	81	78	77	79			
N =	193	156	502	686	582	287	408				
Other Uses									7.9	12	.79
Often	19	23	19	19	16	21	22	20			
Sometimes	27	14	16	24	19	21	16	20			
Never	54	63	65	56	65	58	62	60			
N =	52	35	93	165	124	76	110				

Note: All columns may not sum to 100% due to rounding.

Satisfaction with Library by Day of Library Use

* Crosstabulations of the satisfaction questions with day of library use are not statistically significant.

Table E-3

Satisfaction with Library Collections and Services by Day of Use

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Total	X^2	df	p
Satisfaction with Journals									17.4	18	.49
Excellent	31	32	27	29	28	28	26	28			
Good	49	53	57	53	55	55	54	54			
Fair	16	12	14	14	15	13	15	14			
Poor	5	4	2	3	2	4	6	3			
N =	210	165	626	717	601	306	413				
Satisfaction with Books									15.9	18	.60
Excellent	28	27	23	26	26	25	25	25			
Good	49	49	57	52	54	51	53	53			
Fair	22	20	17	18	16	20	17	18			
Poor	2	4	3	4	4	4	5	4			
N =	228	173	536	743	617	315	427				
Satisfaction with Circulation									11.3	18	.88
Excellent	22	28	23	22	21	26	23	23			
Good	61	53	58	57	60	57	58	58			
Fair	14	16	17	18	17	14	16	16			
Poor	3	3	2	3	2	3	3	3			
N =	202	166	502	687	583	301	396				
Satisfaction with Reference									19.9	18	.34
Excellent	38	32	31	32	36	33	33	33			
Good	50	52	54	53	49	51	53	52			
Fair	11	10	14	11	12	13	11	12			
Poor	1	6	2	3	3	4	3	3			
N =	213	164	510	717	594	302	406				

Note: All columns may not sum to 100% due to rounding.

Appendix F

Cross-Tabulations
Library Use Throughout the Day

Demographic Characteristics of Respondents by Time of Library Use

* A greater proportion of respondents who use the library in the morning are associated with GSU than is the case with afternoon and evening respondents.

* A greater proportion of allied health, humanities, urban life, and "other declared" respondents use the library in the morning rather than the afternoon. Physical science and "majors not offered by Georgia State" respondents tend to use the library later in the day.

* Undergraduate students tend to use the library early in the day while graduate students tend to use it later in the day.

* A greater proportion of younger respondents use the library in the morning while older respondents are more often in the library later in the day.

* In the evening, there is a greater proportion of males than females in the library than is the case at other times in the day.

Table F-1

Demographic Characteristics by Time of Library Use

	Early Morning	10 a.m. Break	Late Morning	Afternoon	Evening	Total	X^2	df	p
Affiliation							101.9	20	<.0001
Georgia State University	97	96	91	87	F	89			
Atlanta University Complex	1	1	3	6	3	4			
Other academic institutions	1	2	4	4	6	4			
Business community	0	0	1	2	1	1			
Government	0	1	0	1	0	0			
Other	1	0	1	1	2	1			
N =	444	341	1034	687	787				
Major Field of Study							126.5	40	<.0001
Allied Health Sciences	8	9	6	7	5	7			
Humanities	13	17	16	14	14	15			
Social Sciences	10	13	13	13	7	11			
Physical Sciences	8	8	8	9	7	8			
Business	39	31	34	32	41	36			
Education	8	9	16	13	13	13			
General Studies	1	3	1	2	1	2			
Urban Life	10	5	4	6	6	6			
Non-GSU degrees	0	1	1	2	3	2			
Other declared	1	3	2	2	2	2			
Undeclared	2	2	1	1	1	1			
N =	432	331	987	645	747				
Status							213.9	16	<.0001
Lower Classmen	33	25	21	16	15	20			
Upper Classmen	51	46	37	41	32	40			
Graduate Students	12	21	33	35	45	32			
Faculty	1	3	3	3	2	3			
Other	3	5	6	6	5	5			
N =	443	336	1030	685	778				
Age							163.3	24	<.0001
18 & less	7	6	5	3	3	5			
19-20	26	19	15	11	9	15			
21-22	24	18	17	17	15	17			
23-29	28	37	37	42	44	39			
30-39	11	14	19	21	23	19			
40-61	3	6	7	6	6	6			
62+	0	1	0	0	0	0			
N =	444	341	1038	688	788				
Sex							27.3	4	<.0001
Male	58	59	52	55	64	57			
Female	42	41	48	45	36	43			
N =	443	341	1033	681	782				

Note: All columns may not sum to 100% due to rounding.

Frequency of Library Use by Time of Library Use

* The time of most concentrated use of the library is in the afternoon.

* Morning users tend to be more frequent users than afternoon users.

* Morning users tend to use the library "often" for studying class notes and leisure reading while users later in the day tend to use the library less often for these purposes.

* A greater proportion of afternoon and evening users use the library "often" for course projects but the larger percentage of morning respondents use the library "sometimes" for these projects.

* Approximately one-third of the respondents "never" use the library research materials, regardless of time of use.

* Morning users tend to use the library for leisure reading more "often" than users late in the day.

* Users later in the day are more apt to use the library for job information (for faculty research and for thesis research) than those in the morning.

Table F-2

Frequency of Library Use by Time of Library Use

	Early Morning	10 a.m. Break	Late Morning	Afternoon	Evening	Total	χ^2	df	p
Frequency of Use							169.2	16	<.0001
Daily	52	43	34	25	24	33			
More than once a week	32	35	38	42	38	38			
Once a week	7	8	9	14	15	11			
Once a week to once a month	7	11	11	13	15	12			
Less than once a month	3	3	3	7	9	6			
N =	444	341	1040	690	788				
Use to Study Class Notes							55.0	8	<.0001
Often	68	57	49	49	48	53			
Sometimes	25	33	35	37	36	34			
Never	7	10	15	14	16	14			
N =	432	319	971	618	728				
Use for Course Projects							25.8	8	.001
Often	44	48	50	53	54	50			
Sometimes	51	44	41	39	37	41			
Never	5	8	9	8	9	8			
N =	425	322	974	625	721				
Use Reserve Materials							20.8	8	.01
Often	11	16	20	18	21	18			
Sometimes	53	48	47	49	48	48			
Never	36	36	34	33	32	34			
N =	420	309	954	602	708				
Use for Leisure Reading							23.4	8	.001
Often	19	17	13	11	12	14			
Sometimes	45	43	43	42	44	43			
Never	36	40	44	47	44	43			
N =	422	313	950	614	708				
Use for Job Information							37.3	8	<.0001
Often	5	11	9	9	12	9			
Sometimes	21	25	26	27	31	27			
Never	74	64	66	63	57	64			
N =	416	300	929	600	699				
Use for Faculty Research							12.1	8	.14
Often	4	7	6	6	6	6			
Sometimes	4	9	8	7	7	7			
Never	92	85	87	86	87	87			
N =	412	290	901	574	659				
Use for Thesis Research							26.1	8	.001
Often	3	10	10	11	12	10			
Sometimes	14	13	11	11	10	11			
Never	83	77	79	78	78	79			
N =	400	291	897	577	649				
Other Uses							14.8	8	.06
Often	20	33	17	16	20	20			
Sometimes	27	13	20	18	22	20			
Never	53	54	63	66	58	60			
N =	93	67	194	152	149				

Note: All columns may not sum to 100% due to rounding.

Satisfaction with the Library by Time of Library Use

* There is little variation in satisfaction with the journal collection, book collection, the circulation department, or the reference department by time of library use. Also, several of the crosstabulations are not statistically significant.

Table F-3

Satisfaction with Library Collections and Services by Time of Use

	Early Morning	10 a.m. Break	Late Morning	Afternoon	Evening	Total	X^2	df	p
Satisfaction with Journals							16.2	12	.18
Excellent	27	27	30	25	30	28			
Good	57	58	53	53	52	54			
Fair	13	11	14	18	14	14			
Poor	3	4	3	3	4	3			
N =	401	300	936	606	689				
Satisfaction with Books							36.1	12	.0003
Excellent	29	29	23	22	28	25			
Good	56	51	56	52	49	53			
Fair	14	16	17	23	19	18			
Poor	2	5	4	4	4	4			
N =	409	315	966	628	721				
Satisfaction with Circulation							12.4	12	.42
Excellent	23	25	22	21	26	23			
Good	57	57	59	61	55	58			
Fair	18	16	17	15	16	16			
Poor	3	3	2	3	3	3			
N =	395	282	914	585	661				
Satisfaction with Reference							9.2	12	.69
Excellent	31	31	35	33	33	33			
Good	52	54	50	52	53	52			
Fair	14	11	12	12	10	12			
Poor	2	3	3	3	4	3			
N =	405	295	925	591	690				

Note: All columns may not sum to 100% due to rounding.

Appendix G

Respondents by Major Fields of Study

	N
Allied Health Sciences	
Undeclared	7
Community Health Nutrition	8
Medical Technology	40
Mental Health	21
Nursing	99
Pediatric Assistants	1
Physical Therapy	18
Respiratory Therapy	5
Other	5
Arts & Sciences	
Undeclared	35
Anthropology	17
Art	95
Art Education	10
Art History	3
Biology	136
Chemistry	45
English	111
Classics	2
Foreign Area Studies	3
French	14
Geography	12
Geology	15
German	6
History	87
Journalism	55
Mathematics	38
Music	33
Philosophy	22
Physics	10
Political Science	65
Psychology	204
Sociology	49
Spanish	9
Speech & Drama	7
Studio Art	3
Business	
Undeclared	200
Accounting	272
Economics	70
Finance	96
Health Administration	42
Industrial Relations	9
Information Systems	71
Insurance	56
International Business	7
Management	150
Marketing	103
Quantitative Methods	17
Real Estate	19
Other	5
Education	
Undeclared	103
Business Education	12
Counseling & Psychological Services	63
Curriculum & Instruction	4
Early Childhood Education	36
Educational Administration	25
Educational Foundations	1
Educational Leadership	1
Elementary Education	28
Health, Physical Education, Recreation, Safety	60
Library Science Media	19
Reading Specialist	12
Secondary Education	12
Special Education	31
Vocational & Career Development	5
Other	7
General Studies	
Undeclared	5
Aviation	10
Commercial Music Recording	11
Motel Management	7
Secretarial Science	13
Urban Life	
Undeclared	29
Community Development	10
Criminal Justice	53
Human Resources	2
Social Welfare	20
Government Administration	38
Other	27
English as a Second Language	10
Law	19
Natural Science Majors not offered at GSU	11
Social Science Majors not offered at GSU	8
Humanities Majors not offered at GSU	2
Art Majors not offered at GSU	1
Religion Majors not offered at GSU	3
Architecture Majors not offered at GSU	5
Engineering Majors not offered at GSU	17
Post Graduate - no degree	1
Undeclared	35
No answer	170

Appendix H

Estimated Number of Users Entering the Library by Day and Time

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7 a.m.	not open		118	116	118	90	88
8			354	347	354	271	264
9	25		354	347	503	323	446
10	51		413	413	471	471	500
11	141		484	327	407	366	315
12	177		433	345	459	349	312
1 p.m.	183	313	387	363	393	312	294
2	179	151	376	295	340	312	216
3	116	125	274	278	327	212	181
4	104	100	414	396	282	287	106
5	78	103	326	404	282	258	136
6	66	45	266	196	282	256	145
7	60	20	230	195	236	258	95
8	50	12	352	122	81	176	42
9	19		58	58	81	58	30
10	not open		12	12	18	12	6

For discussion of robust smoothing techniques, see John Tukey, Exploratory Data Analysis. Reading, Mass: Addison - Wesley Publishing Co., 1977.

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